

# Points of contact for Swiss Government Excellence Scholarship Holders

Last update: August 2022

## **Administrative, general questions, reception service: Student Exchange Office**

The Student Exchange Office is your point of contact for all scholarship-related issues and, in the case of research fellowship holders for all administrative issues during your scholarship period at ETH Zurich. Get in touch with the reception service in a timely manner in the following cases:

- If you want to leave earlier or stay longer than initially intended. (Note: The date relevant for your residence permit and your de-registration as a student is the departure date in Mobility-Online, not the date printed on your student card or confirmation of matriculation.)
- If you get mail from the immigration, tax or health authorities and are not sure what to do (they might be in German). Under no circumstances should you ignore these letters because this might cause serious issues and result in high expenses.
- If you receive a supplementary salary or in the case of any absence of more than two weeks from your place of study.
- If you have any other general questions or problems.

The Student Exchange Office is located on Zentrum Campus, Main Building, Rämistrasse 101, Zurich, HG F 23.1. For opening hours, check [www.incoming.ethz.ch](http://www.incoming.ethz.ch). If you want to be attended by Sandra Zweifel, contact her by calling 044 632 51 52 or emailing [sandra.zweifel@akd.ethz.ch](mailto:sandra.zweifel@akd.ethz.ch).

## **Academic concerns: FCS delegate**

The delegate is responsible for the academic part of your scholarship at ETH, e.g., change of faculty / orientation, academic problems during the scholarship period and, if applicable, scholarship extension requests. The delegate is Professor Stefano Bernasconi: 044 632 36 93 or [stefano.bernasconi@erdw.ethz.ch](mailto:stefano.bernasconi@erdw.ethz.ch). His office is in the Geological Institute, building NO, Sonneggstrasse 5, room G 51.3, Zurich.

## **Housing Office of University of Zurich and ETH**

- [zimmervermittlung@ethz.ch](mailto:zimmervermittlung@ethz.ch); [www.wohnen.ethz.ch](http://www.wohnen.ethz.ch)
- Address: Sonneggstrasse 27, 8092 Zurich

## **Address changes**

Always keep your address up to date. If your address changes, update it immediately on [www.addresses.ethz.ch](http://www.addresses.ethz.ch)

**Postdoctoral students** update their addresses via Mobility-Online.

## Associations

- **Mainly for visiting students – Erasmus Student Network (ESN):** Research fellowship holders are, due to their FCS visiting student status at ETH, welcome to register and participate in all ESN activities. They offer a lot of fun events, regular get-togethers, etc. ESN is a great way to meet people, especially other exchange students. Sign up for their newsletter on the homepage: <https://zurich.esn.ch/>. Or, if you are part of D-BSSE, follow ESN Basel on social media: <https://basel.esn.ch/>.
- **For visiting students and doctoral students – VSETH:** This is the student association of ETH and also serves as an umbrella organisation for the departmental student associations, which are a good way to meet other students from your department. Visiting students can become members by signing up in myStudies during the semester enrolment for a fee of 10 Swiss francs per semester; doctoral students pay 35 Swiss francs per semester. Go to VSETH's website to learn more about them: [www.vseth.ethz.ch/en](http://www.vseth.ethz.ch/en).
- **For doctoral and postdoctoral students – AVETH:** This is the Academic Association of Scientific Staff at ETH and represents doctoral students, research assistants, postdocs, and all other scientific employees excluding professors. AVETH aims at connecting colleagues and maintaining an active network among doctoral, postdoctoral students and all other scientific ETH staff. They organise various social events. To become a full member sign up on their website (doctoral students also via myStudies) and pay the membership fee required. Go to AVETH's website to learn more about them: [www.aveth.ethz.ch](http://www.aveth.ethz.ch).
  - They published a comprehensive booklet covering nearly all aspects of scientific life on a doctoral and postdoctoral level at ETH: <https://www.aveth.ethz.ch/aveth-survival-guide/>
  - They also offer counselling. You can get completely confidential and independent advice on academic, administrative and personal issues which includes guidance, assistance and coaching. Take advantage of their service by visiting their website: <https://www.aveth.ethz.ch/counselling/>
- **International student associations:** <https://u.ethz.ch/46vzr>

## Welcome Center

The Welcome Center offers valuable information for doctoral and postdoctoral students: <https://u.ethz.ch/alB11>. Note: The status of a Swiss Government Excellence Scholarship holder at ETH is not necessarily equal to employment at ETH, hence not all information provided for doctoral students and postdocs by the various ETH services and associations might be completely valid for all Swiss Government Excellence Scholarship holders.

## Advice & counselling

Do not hesitate to reach out. It is okay to ask for help and advice. You will not be the first or last person to do so.

- **Psychological Counselling Service:** This service by the University of Zurich and ETH offers confidential, free of charge counselling in English, German and some other languages. If you experience difficulties adjusting to life in Zurich, are unusually stressed because of the exams or have conflicts in your study / research environment, reach out to them. They also offer counselling on cultural integration, especially for international students. Get in contact with them: <https://www.pbs.uzh.ch/en.html>.
- **Respect:** ETH does not tolerate discrimination, bullying, threats and violence, or harassment of any kind. All ETH members must adhere to the Respect Code of Conduct. Several services can provide advice and support if you witness, or are personally affected by, inappropriate behaviour. This is confidential and free of charge. Learn more: [www.respect.ethz.ch](http://www.respect.ethz.ch).
- **Nightline:** This is a telephone helpline for all students of ETH and the University of Zurich. It is offered by students of the two institutions and can be reached during the semester from 20.00 to midnight. They offer advice on anything from the best student pub in town to dealing with exam pressure. Get in contact with them: [www.nightline.ch](http://www.nightline.ch).
- **MeWell:** You may also find a lot of useful information and a helpful community in MeWell, the mental wellbeing community of students and staff members from Zurich universities. Visit their website: [www.mewellcommunity.ch](http://www.mewellcommunity.ch).
- **Ombudspersons:** They help to ensure adherence to proper and fair procedures and to protect the rights of all ETH members. They are independent of the ETH administration and provide advice in case of conflicts. Learn more about this offer: <https://u.ethz.ch/wOS5g>
- **AVETH counselling for doctoral and postdoctoral students:** see above for more information ("Associations")